

Ireland-Dublin: Customer-care services
OJ S 246/2016 21/12/2016
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Commission for Energy Regulation

National registration number: N/A

Postal address: The Exchange, Belgard Square North, Tallaght

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: 24

Country: Ireland

Contact person: Theresa Metcalfe

E-mail: procurement@cer.ie

Telephone: +353 14000800

Fax: +353 14000850

Internet address(es):

Main address: <http://www.cer.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1232>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: regulatory body

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Customer Contact Management Services.

Reference number: 011-03-348

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

The Commission for Energy Regulation invites tenders to this Request for Tenders ('RFT') from economic operators for the provision of the services as described in Appendix 1 to this RFT (the 'Services').

In summary, the Services comprise: engaging a Customer Contact Management Service from a suitably qualified organisation. The renewed outsourcing of customer contact services is the purpose of this tender with its main requirement being that the successful Tenderer becomes the CER's first point of contact for all customer contact.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 59 357,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The Commission for Energy Regulation currently wishes to engage a suitably qualified company to provide Customer Contact Management Services. The successful tenderer will become the CER's first point of contact for all customer contact.

A detailed specification of requirements is set out in Appendix 1 of the tender documentation which is available to download from www.etenders.gov.ie

II.2.5. Award criteria

Quality criterion - Name: Quality of the tenderers approach to Service Delivery / Weighting: 40 %

Quality criterion - Name: Technical Merit of the Human Resources Proposed / Weighting: 25 %
Price - Weighting: 35 %

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 152-275323](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Lot No: 1

Title:

Customer Contact Management Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/12/2016

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: ARI Services Europe Ltd [ARISE]

National registration number: 6335249L

Postal address: Raheen Business Park

Town: Limerick

NUTS code: IE Éire / Ireland

Postal code: Raheen

Country: Ireland

E-mail: Joe.Cahalane@arise-europe.com

Telephone: +353 061492905

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 59 357,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court

Postal address: Chief Registrar, Four Courts, Inns Quay

Town: Dublin
Postal code: 7
Country: Ireland
Internet address: <http://www.courts.ie>

VI.5. Date of dispatch of this notice

16/12/2016